

Department of Human Services

Guiding Principles

December 2005

SERVICES

- All clients and families are treated with dignity, courtesy, and respect.
- Needs of the clients and families guide the types and mix of services provided.*
- Clients and families are actively engaged in planning, implementation, and evaluation of their supports and services.*
- Services are provided within the community in which the client and family reside.*
- Service teams are uniquely designed to meet the needs of individual clients and families.*
- Assessments and services build upon a foundation of client and family strengths.
- Services and staff are sensitive and responsive to client and family culture, traditions, and special needs.
- Services are designed to promote, and where necessary enforce, personal responsibility.
- Services focus on the safety and well being of clients, employees, and the public.

ADMINISTRATION

- Employees are well-trained, credible, and committed.
- Clients and families are encouraged to be involved in Department activities and decision-making.
- Agencies and employees are accountable to the community and those they serve.
- The public will receive needed services regardless of organizational charts and jurisdictions.

* Where Federal and State statute allow.